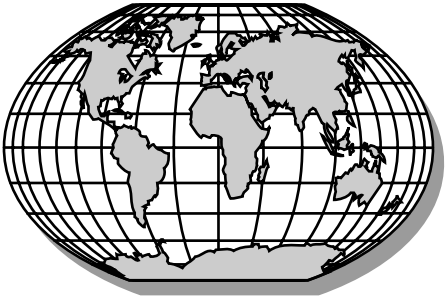
Worldwide Telephone Numbers



COMPAQ

Worldwide Telephone Numbers

Argentina

Call Center Service Support 0-810-555-5000
Customer Support Website ..... http://clac.compaq.com/ayuda

Armenia

General Information ..... +7-095-967-1700
Technical Support ..... +7-095-967-3138
Support Website ..... http://www.compaq.ru/support
NOTE: To find a service centre near you, ask your Compaq representative or refer to http://www.compaq.ru/cservice/.

Australia

General Information 13 23 93
Fax 02 9022 8305
Warranty Support/Post-Sales Information 1-300-368-369

Austria

General Information
Allgemeine Informationen 0800-242-242
Technical Support (Business Products)
Technischer Kundendienst (Business-Produkte) ..... +43-1-86630-2000
Compaq *NonStop*™ Tandem Support 0800-201-601
CarePaq™ Telephone Support 0800-215-032
CarePaq Services Website ..... http://www.carepaq.emea.compaq.com
Presario™ Technical Support
Notebooks ..... (Mo-Fr 08:00-20.00 Uhr, Sa 10.00-16.00) 0810 810 190
Presario 35xx, 55xx, 7Cyxxx ..... (Mo-Fr 08:00-17:00 Uhr) 0810 001 058
Presario 7FRxxx.....(Mo-Fr 08:00-17:00 Uhr) 0810 001 179

Azerbaijan

General Information ..... +7-095-967-1700
Technical Support ..... +7-095-967-3138
Support Website ..... http://www.compaq.ru/support
NOTE: To find a service centre near you, ask your Compaq representative or refer to http://www.compaq.ru/cservice/.

Belgium

Commercial Information .....+32-70-22.20.30
Commercial Fax .....+32-70-22.20.50
Technical Information .....+32-70-23.32.21
Technical Fax .....+32-70-22.20.80
CarePaq Telephone Support .....+32-70-22.20.90

Belgium (continued)
CarePaq Services Website ..... http://www.carepaq.emea.compaq.com
Presario Technical Support 090 010 201
Technical Contractual Information ..... +32-2-729.77.44
Technical Contractual Fax ..... +32-2-729.7765
Customer Support Website ..... http://www.compaq.be/support
Compaq NonStop Tandem Support .....0800-15811 (Flemish)
0800-15812 (French)
0800-15813 (English)

Bolivia
General Information *Información General* ..... +511-211-2828
Technical Support *Apoyo Técnico* ..... +54-11-4708-1600
Customer Support Website ..... http://clac.compaq.com/ayuda

Brazil
Compaq Customer Assistance Service and Technical Support
Serviço de Atendimento ao Consumidor/Garantia .....(toll free) 0800-55-6404
Grande SP 11 5683-5400
Suporte Técnico/Empresas e Contratos .....(toll free) 0800-55-6405
International Technical Support.....+55 11 5683-5405
Customer Support Website .....http://www.compaq.com.br/ajuda

Canada
General Information *Informations générales*..... 1-800-567-1616
Technical Support
(For continuous quality improvement, calls may be monitored.)
Assistance Technique
(Afin de garantir une amélioration continue de la qualité,
les appels peuvent être enregistrés ou suivis.) 1-800-652-6672
Customer Relations *Assistance clientèle*..... 1-800-263-5868 (domestic)
Ordering Backup Software
Commande de disquettes de sauvegarde..... 1-800-952-7689
Presario Technical Support
Assistance Technique 1-905-206-HELP (905-206-4357)

Central America and Caribbean
Technical Support *Apoyo Técnico* ..... +521 954 724 7900
Customer Support Website .....http://www.compaq.com/support

Chile
Customers and Partners..... +56-2-290-6500/6550
Contracts ..... +56-2-290-6555
Toll-free Access (domestic only) 600-600-1122
Customer Support Website ..... http://clac.compaq.com/ayuda

Colombia
Technical Support *Apoyo Técnico* ..... +57-1-606-9191/0-800-266-7271
Customer Support Website ..... http://clac.compaq.com/ayuda

Costa Rica
Technical Support 0-800-0-110-629
Customer Support Website ..... http://clac.compaq.com/ayuda

Czech Republic
General Information *Obecné informace*..... +420 2 61 108 108
Technical Support *Technická podpora* ..... +420 2 61 108 158
Customer Support Website ..... http://www.compaq.cz./support
CarePaq Telephone Support..... +420 2 61 108 158
CarePaq Services Website ..... http://www.carepaq.emea.compaq.com
Presario Technical Support ..... +420 2 61 108 158

Denmark
General Information *Generelle oplysninger* ..... +45 70 28 75 45
Technical Support *Teknisk support*..... +45 70 28 75 45
Sales Information *Compaq Frontline*, *Presales*..... +45 70 12 00 10
Customer Service Website ..... http://www.compaq.dk/support/contact
CarePaq Telephone Support..... +45 45 90 47 97
CarePaq Services Website ..... http://www.carepaq.emea.compaq.com

Dominican Republic
Technical Support 1-800-799-3477
Customer Support Website ..... http://clac.compaq.com/ayuda

Eastern Europe, Middle East, Africa
Support for Albania, Algeria, Armenia, Belarus, Benin, Bosnia, Bulgaria, Burkina Faso, Cameroon, Chad, Croatia, Cyprus, Estonia, Gabon, Ghana, Guinea, Ivory Coast, Latvia, Lithuania, Macedonia, Malta, Mauritania, Moldova, Niger, Nigeria, Senegal, Sierra Leone, Togo, Tunisia, Ukraine, and Yugoslavia:
Technical Support ..... +353 1 214 1404
Fax ..... +353 1 214 1406
Customer Support Email Address..... bdgsupport.irdub@compaq.com
CarePaq Services Website ..... http://www.carepaq.emea.compaq.com

Ecuador
Technical Support *Apoyo Técnico* ..... (toll free) 999-119:877-219-8671
Customer Support Website ..... http://clac.compaq.com/ayuda

Egypt
General Information..... +20 2 7925070
Technical Support ..... +20 2 7925078
+20 2 7925079

Egypt (continued)
General Fax ..... +20 2 7925080
General Email Address ..... compaq.egypt@compaq.com

El Salvador
Technical Support 800-1785:877-219-8671
Customer Support Website ..... http://clac.compaq.com/ayuda

Finland
Oy Compaq Computer Ab ..... +358 204 121
Compaq Care Center—Technical support for
Compaq products and product information.....+358 (0) 203 206 720
Compaq Warranty Call Logging.....+358 (0) 203 20300
Operation Control Center—Compaq, Digital, and
Tandem Products .....+358 (0) 203 20300
Sales Information .....+358 (0) 203 44 500
CarePaq Telephone Support.....+358 (0) 203 22 731
CarePaq Services Website ..... http://www.carepaq.emea.compaq.com
Presario Technical Support .....+358 (0) 203 161 500

France
General Information *Informations générales*..... 0825 804 805 (0,15 €TTC/min)
Technical Support *Assistance technique*..... 0825 813 823 (0,15 €TTC/min)
Technical Support *Alpha*™, *VAX*™,
and *Tru64*™ UNIX ..... 0810 874 123 (0,03 €TTC/min)
CarePaq Telephone Support..... 0825 804 805 (0,15 €TTC/min)
CarePaq Services Website ..... http://www.compaq.fr/services/carepaq/home.asp
Presario Technical Support ..... 0825 345 678 (0,15 €TTC/min)

Georgia
General Information ..... +7-095-967-1700
Technical Support ..... +7-095-967-3138
Support Website ..... http://www.compaq.ru/support
NOTE: To find a service centre near you, ask your Compaq representative or refer to http://www.compaq.ru/cservice/.

Germany
General Information
Allgemeine Informationen.....(+49) 0180/3 22 12 21 (0,09 €/min.)
Technical Support Commercial Products
Technische Hotline.....(+49) 0180/5 21 21 11 (0,12 €/min.)

Germany (continued)
Technical Support for Presario
Technische Hotline für Presario
Presario Minitower und Microtower
Serien 7FRxxx, 5FRxxx .....(+49) 0180/5 32 23 26 (0,12 €/min.)
Serien 7CY, 5CY, 55xx .....(+49) 0180/5 26 67 27 (0,12 €/min.)
Presario Notebooks .....(+49) 0180/5 00 31 88 (0,12 €/min.)
CarePaq Telephone Support
CarePaq Hotline .....(+49) 0180/5 23 21 18 (0,12 €/min.)
CarePaq Services Website ..... http://www.carepaq.emea.compaq.com

Greece
General Information ..... +3 0800 11 20002 (domestic)
Technical Support ..... +3 0800 11 20002 (domestic)
CarePaq Telephone Support..... +3 0800 11 20002 (domestic)
CarePaq Services Website ..... http://www.carepaq.emea.compaq.com
Presario Technical Support ..... +3 0800 11 20002 (domestic)

Guatemala
Technical Support 99-99-190:877-219-8671
Customer Support Website ..... http://clac.compaq.com/ayuda

Honduras
Technical Support 183:877-219-8671
Customer Support Website ..... http://clac.compaq.com/ayuda

Hong Kong
General Information 852-22923888
Technical Support 852-22923322

Hungary
General Information *Általános információk* ..... +36 (1) 458-5555
06(80) COMPAQ [06 (80) 266-727]*
06 (80) 206-720*
Technical Support *Technikai támogatás* ..... +36 (1) 458-5520
Customer Support (CarePaq/Non-Desktop—Notebook)
A vásárló támogatása..... 06 (80) COMPAQ [06 (80) 266-727]*
06 (80) 206-720*
CarePaq Telephone Support..... +36 (1) 458-5520
CarePaq Services Website ..... http://www.carepaq.emea.compaq.com
Email .....infohungary@compaq.com
*Toll free, in-country only

India
Call Centre
Ahmedabad ..... 1 901 445 445/ +91 79-6564809
Bangalore ..... 1 901 445 445/ +91 80 3479395

India (continued)

Chennai ..... 1 901 445 445/ +91 44 8215040
Delhi..... 1 901 11 7711/ +91 11 6934631
Hyderabad ..... 1 901 445 445/ +91 40 7845351
Kolkata..... 1 901 445 445/ +91 33 4766478
Mumbai ..... 1 901 11 7711/ +91 22 6189101
Pune ..... 1 901 445 445/ +91 20 6681363

Fax .....+91-(80)-3374601/3479266
Technical Support Email.....oncall.india@compaq.com

Indonesia

General Information/Warranty/Pre-Sales Information..... (6221) 573-1111
001-803-65-1111
Fax ..... (65) 395-1010
Support Website.....http://www.compaq.co.id/support

Ireland

General Information 01800 409 454
Technical Support ..... +353 1 215 5762
CarePaq Telephone Support..... 01 2141402
CarePaq Services Website ..... http://www.carepaq.emea.compaq.com
Presario Technical Support 01850 214 141

Israel

General Information ..... +972-9-762-3888
Telephone Support ..... +972-9-762-3300
Fax ..... +972-9-742-0051
CarePaq Telephone Support..... +972-9-762-3300
CarePaq Services Website ..... http://www.carepaq.emea.compaq.com
Presario Technical Support ..... +972-9-745-3221

Italy

Pre-Sales and General Information ..... +39 02 64740330
Technical Support ..... +39 02 48230023
Technical Support Alpha, VAX, and Tru64 UNIX..... 800820062
FAX Technical Support ..... +39 02 48230002
CarePaq Telephone Support..... +39 02 48230003
CarePaq Services Website ..... http://www.carepaq.emea.compaq.com
Presario Technical Support ..... +39 02 48230033

日本（Japan）

一般情報（General Information）*1 0120-101-589
テクニカル サポート（Technical Support）*1 0120-101-589
ハンドヘルドPCサポートセンター（Handheld PC Support Center）*1 . . 0120-178-589
ダイヤルQ2テクニカル サポート（Dial Q2 Technical Support）*2 0990-605-589
バックアップ ソフトウェアの注文（Ordering Backup Software）*1 . . . 0120-250-589

*1：通話料無料のフリーダイヤルです。日本国内でのみご利用いただけます。
Not available internationally.
*2：日本国内でのみご利用いただけます。ご利用の際は、通話料の他に別途情報提供料として1分あたり100円かかります。（情報発信地：東京）
なお、ご利用時には、4桁のパスワードが必要です。パスワードは事前にNTTにて登録手続きを行ってください。パスワードのご登録は116またはNTTの営業窓口にお申し込みください。Not available internationally.

Kazakhstan

General Information ..... +7-095-967-1700
Technical Support ..... +7-095-967-3138
Support Website ..... http://www.compaq.ru/support
NOTE: To find a service centre near you, ask your Compaq representative or refer to http://www.compaq.ru/cservice/.

Korea

Warranty Support/General Information ..... 080-902-7777 (domestic)
822-2202-3597 (international)
822-2191-5941 (fax)
e-Commercial (Product Sales) ..... 822-1588-3773 (domestic/international)

Kyrgizstan

General Information ..... +7-095-967-1700
Technical Support ..... +7-095-967-3138
Support Website ..... http://www.compaq.ru/support
NOTE: To find a service centre near you, ask your Compaq representative or refer to http://www.compaq.ru/cservice/.

Luxembourg

Commercial Information ..... +352-49.13.02
Commercial Fax ..... +352-49.85.03
Technical Information ..... +352-49.14.25
Technical Fax ..... +352-49.14.40
CarePaq Telephone Support ..... +352-55.20.90
CarePaq Services Website ..... http://www.carepaq.emea.compaq.com
Presario Technical Support ..... +352-29.65.40
Technical Contractual Information ..... +352-49.81.771
Technical Contractual Fax ..... +352-49.92.6292

Luxembourg (continued)
Customer Support Website .....http://www.compaq.lu/support
Compaq NonStop Tandem Support .....0800-2375 (Flemish)
0800-5812 (French)
0800-23820 (English)

Malaysia
General Information.....1800-80-1111
Warranty Support/Pre-Sales Information.....1800-80-1111
Extended Service Coverage 1800-88-3435
Fax ..... (65) 395-1010
Support Website.....http://www.compaq.com.my/support

Mexico
Warranties..... +52-5093-2424
+01-800-4-COMPAQ
Contracts 52-5-284-3888
+01-800-010-2020
Customer Support Website ..... http://clac.compaq.com/ayuda

Morocco
Technical Support ..... +212 22 48 47 48
Call Center ..... +212 22 20 09 09
Email..... Compaq.NWA@compaq.com

Netherlands
General Information
Algemene Informatie..... +31 182 565888 or/of +31 302839111
Presario
Helplijn Presario ..... 0900-2023091 (0,10 €/min)*
All Other Products
Helplijn overige producten ..... 0900-1681616 (0,34 €/min)*
CarePaq Telephone Support.....0800-0221244
CarePaq Services Website ..... http://www.carepaq.emea.compaq.com
*Not available internationally.
**Deze nummers zijn alleen bereikbaar vanuit Nederland.*

New Zealand
General Information.....0800 COMPAQ (266 727)
Commercial Warranty Support 0800 449 552
Pre-Sales Information 064 0508 422 846
Presario Warranty Support..... 064 0508 477 372

Nicaragua
Technical Support 147:877-219-8671
Customer Support Website ..... http://clac.compaq.com/ayuda

Norway

General Information *Generell Informasjon*.....+47-22-07-20-20
Technical Support *Teknisk støtte* .....+47-22-07-20-20
Fax *Faks*.....+47-22-07-20-21
CarePaq Telephone Support.....+47-22-07-20-25
CarePaq Services Website ..... http://www.carepaq.emea.compaq.com
Presario Technical Support .....+47-22-57-77-04

Panama

Technical Support 001-800-111-9642
Customer Support Website ..... http://clac.compaq.com/ayuda

Paraguay

Technical Support *Apoyo Técnico* ..... +54-11-4708-1600
Customer Support Website ..... http://clac.compaq.com/ayuda

People's Republic of China

General Information.....+86 800-8109900
Technical Support .....+86 800-8109900
Customer Service Website ..... http://www.compaq.com.cn

Peru

General Information *Información General* ..... +511-211-2828
Technical Service..... (toll free) 0-800-50-555
Customer Support Website ..... http://clac.compaq.com/ayuda

Philippines

General Information.....(632)848-1881/1800-1-651-1111
Warranty Support/Pre-Sales Information.....(632)848-1881/1800-1-651-1111
Support Website.....http://www.compaq.com.ph/support
Fax ..... (65)395-1010

Poland

General Information *Informacja ogólna* .....+48-22-0-800-122-622
Technical Support *Pomoc techniczna* .....+48-22-64 00 000
CarePaq Telephone Support.....+48-22-64 00 000
+48-22-0-800-122-622
CarePaq Services Website ..... http://www.carepaq.emea.compaq.com

Portugal

Call Center Service Support..... +351 808 200 808
Technical Service Support ..... +351 808 208 113 (domestic)
+351 214 128 460 (international)
Customer Support Website .....http://www.compaq.pt
CarePaq Telephone Support..... +351 808 200 032
CarePaq Services Website ..... http://www.carepaq.emea.compaq.com

Portugal (continued)
Presario Technical Support ..... +351 808 208 113, option 1
Fax ..... +351 21 410 08 52

Puerto Rico
Technical Service 1-800-652-6672
Warranties 1-800-652-6672
Contracts 1-787-783-6565, 1-800-981-4764
Customer Support Website ..... http://www.compaq.com/support

Romania
Customer Service ..... +40-21-222.23.24
CarePaq Services Website ..... http://www.carepaq.emea.compaq.com
Fax ..... +40-21-223.40.10

Russia
General Information ..... +7-095-967-1700
Technical Support ..... +7-095-967-3138
CarePaq Telephone Support ..... (Rep. Office) +7-095-967-1700
(Hotline) +7-095-967-3138
CarePaq Services Website ..... http://www.carepaq.emea.compaq.com
Support Website ..... http://www.compaq.ru/support
NOTE: To find a service centre near you, ask your Compaq representative or refer to http://www.compaq.ru/cservice/.

Saudi Arabia
Technical Support ..... +966-1-2180909
(toll free) 8001241001

Singapore
General Information/Warranty Support 1800-395-1111
Pre-Sales Information 65-395-1100
Support Website ..... http://www.compaq.com.sg/support
Fax 65-395-1010
Warranty Support Email ID ..... rccctech@compaq.com

Slovakia
General Information ..... +421 2 5022 2444
Technical Support ..... +421 2 5022 2444
Support Website ..... http://www.compaq.sk/support
CarePaq Telephone Support ..... +421 2 5022 2444
CarePaq Services Website ..... http://www.carepaq.emea.compaq.com

Slovenia
General Information ..... +386 (0)1 5602 170
Technical Support ..... +386 1 5602 162
Support Website ..... http://www.compaq.si

Slovenia (continued)
CarePaq Services Website ..... http://www.carepaq.emea.compaq.com
Fax .....+386 (0)1 5602 195

South Africa

General Information ..... +27-11-775-5300
0800-115339 (toll free)
Technical Support ..... +27-11-775-5550
0800-115339 (toll free)
CarePaq Telephone Support..... 0800-115339 (toll free)
CarePaq Services Website ..... http://www.carepaq.emea.compaq.com
Presario Technical Support ..... 0800-115339 (toll free)

Spain

General Information *Información General* ..... +34-902-10-14-14
Technical Support *Soporte Técnico* ..... +34-902-20-24-00
CarePaq Telephone Support..... +34-902-20-26-00
CarePaq Services Website ..... http://www.carepaq.emea.compaq.com
Presario Technical Support ..... +34-902-20-20-60
Fax ..... +091 590 9333

Sri Lanka

General Information/Warranty Support ..... 01-430-800, MTF 395-1133
Fax 65-395-1010

Sweden

General Information *Allmän information*..... +46-8-730-01-50
Sales Information *SaleslinQ*..... +46-200-27-00-00
Technical Support, Reseller *Teknisk support, återförsäljare*..... +46-8-730-01-57
Technical Support, Presario *Teknisk support, Presario* ..... +46-8-730-01-45
CarePaq Telephone Support..... +46-8-730-01-54
CarePaq Services Website ..... http://www.carepaq.emea.compaq.com

Switzerland

CarePaq Telephone Support.....+41 (0)848 858 080
CarePaq Services Website ..... http://www.carepaq.emea.compaq.com
Presario Technical Support .....+41 (0)900 573 400
InfoLine .....+41 (0)844 844 111
Equipment Hotline—Monitors, Desktops, Handhelds,
Notebooks, Storage, and Servers ..... +41 (0)1 801 42 22 (Deutsch)
+41 (0)1 801 42 23 (Français)
+41 (0)1 212 48 08 (Italiano)
Contracts ..... +41 01/848 802 208 (international)
0800 555 544 (domestic)

Taiwan

General Information ..... 886-2-27768888 (Taipei Head Office)
886-2-23761100 (Taipei Customer Services Office)
Toll-free Hotline ..... (0800) 099-889
Technical Support ..... 886-2-23761111 (Call Service Line)
Compaq Care Center ..... 886-2-23962288 (Taipei)
886-3-5427800 (Hsinchu)
886-4-23025310 (Taichung)
886-7-2371100 (Kaohsiung)
Fax 886-2-27389523

Thailand

General Information ..... +66 2654 0808 or 001-800-65-1111
Warranty Support/Pre-Sales Information ..... +66 2654 0808 or 001-800-65-1111
Fax ..... +66 2654 0704
Support Website ..... http://www.compaq.co.th/support

Turkey

General Information *Genel Bilgi* ..... +90 216 579 79 79
Technical Support *Teknik Destek* ..... +90 216 579 77 77
Customer Support *Müşteri Destek* ..... +90 216 579 77 77
Fax *Faks* ..... +90 216 579 78 00
CarePaq Telephone Support ..... +90 216 579 77 77
CarePaq Services Website ..... http://www.carepaq.emea.compaq.com
Presario Technical Support ..... +90 216 579 77 77

NOTE: For online support, refer to *Internet üzerinden destek almak için* http://www.compaq.com.tr/destek/index.html

Turkmenistan

General Information ..... +7-095-967-1700
Technical Support ..... +7-095-967-3138
Support Website ..... http://www.compaq.ru/support

NOTE: To find a service centre near you, ask your Compaq representative or refer to http://www.compaq.ru/cservice/.

United Arab Emirates (Dubai)

General Information (Call Center) ..... +9714-8818100
(toll free) 800 4520
+971 800 171 (Bahrain)
Customer Support Website ..... http://www.compaq.com/middleeast
Presario Technical Support ..... (toll free) 800 4520

United Kingdom

General Enquiries..... 0845 270 4000
Sales Enquiries..... 0845 270 4222
CarePaq Telephone Support..... 0870 559 2000
CarePaq Services Website ..... http://www.carepaq.emea.compaq.com
Presario Technical Support 0870 241 1545
Support on all other Compaq products..... 0870 559 2000

United States

General Information..... 1-800-345-1518
Technical Support (For continuous quality improvement,
calls may be monitored.)..... 1-800-652-6672
PaqFax™..... 1-800-345-1518
Download Facility (modem access only)..... 1-281-518-1418
Ordering Backup Software, QuickRestore CD Replacements,
or Replacement User Guides..... 1-800-952-7689
Presario Technical Support 1-208-4PC-HELP (1-208-472-4357)
Customer Support Website .....http://www.compaq.com/support
Presario Support Website..... http://www.compaq.com/consumersupport

Uruguay

Technical Support *Apoyo Técnico* ..... +54-11-4708-1600
Customer Support Website ..... http://clac.compaq.com/ayuda

Uzbekistan

General Information..... +7-095-967-1700
Technical Support ..... +7-095-967-3138
Support Website..... http://www.compaq.ru/support
NOTE: To find a service centre near you, ask your Compaq representative or refer to http://www.compaq.ru/cservice/.

Venezuela

Warranties..... +58-212-955-3800
(toll free) +0800-22-73727
Contracts and Alpha Products..... (toll free) +0800-22-73727
Customer Support Website ..... http://clac.compaq.com/ayuda

Vietnam

General Information..... (844)823-0322
Warranty Support/Pre-Sales Information..... (844)823-0322
Fax ..... (844)823-5956

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